

SENIOR CITIZEN SUPPORT SERVICES SUPERVISOR

GRADE: 22

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Senior Citizen Support Services Supervisor performs difficult professional and intermediate administrative work researching, developing, planning and coordinating senior citizens programs, resources, projects, and services to meet the diverse social services and health needs of senior citizens residents of the City of Rockville. This position is also responsible for the overall management of a daily transportation system to meet the needs approximately 35,000 riders per year. Work is performed under functional policies and goals under general managerial direction, practices and procedures covered by precedents and general supervisory review by the Superintendent of Recreation. The incumbent is required to work proactively as a team member with other Senior Citizen division staff and staff from other departments, divisions and outside agencies to ensure smooth coordination of the services. Physical demands are light under good working conditions with services effecting individual citizens and other customers, etc.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Works with civic groups, senior citizens board and clubs, Senior Center members, and community organizations in determining human service needs/desires, and implements programs which satisfy those needs in a efficient and cost effective manner.
- Coordinates the gathering and analysis of information related to social services and health needs/desire of senior citizens and relates this data to budget analysis, preparation and evaluation.
- Works with the Superintendent of Recreation to develop and implement new programs and systems for managing programs.
- Develops timely public service, promotional and informative compositions for the quarterly recreation brochure, city newsletter, and other media.
- Compiles data and research information for and to develop proposals for grants.
- Manages the overall daily transportation services and taxi program offered to seniors and disabled individuals.
- Coordinates outreach efforts to identify the homebound and provide social services and health programs to all City senior citizens
- Gathers information pertaining to new developments in the field of gerontology and human services and applies these methods and practices to professional guidance and training for subordinate employees, volunteers, etc.
- Supervises several full-time and numerous part-time employees, writes grants, and supervises all outreach and senior information and assistance programs of the Rockville Senior Center.
- Perform other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from an accredited college or university with major course work in psychology, social work, gerontology or an appropriate related field, plus three years of progressively responsible experience in human services administration, preferably dealing with senior citizens.

Preferred Knowledge, Skills and Abilities:

- Considerable knowledge of the field of gerontology and appreciation for the objectives and principles of a planned and diversified social services program appealing to senior citizens.
- Considerable knowledge of the organization, development and operation of diversified social services program. Ability to administer such program within general policy guidelines and budgetary limitations,
- Ability to make decisions recognizing established precedents and practices, and to use resourcefulness in meeting new situations.
- Ability to establish and maintain effective working relationships with persons and groups interested in gerontology, associates and other employees and departments, and the general public.

- Ability to stimulate staff to maintain a high level of quality and creativity in their daily work.